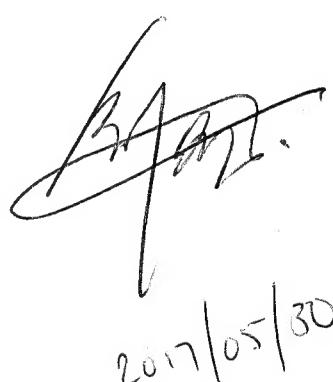


Eastern Cape: Sundays River Valley Municipality(EC106) - Final Schedule of Service Delivery Standards Table 2018

Standard	Description	Service Level
Solid Waste Removal		
Premise based removal (Residential Frequency)	Once per week	
Premise based removal (Business Frequency)	Twice per week	
Bulk Removal (Frequency)	Not applicable	
Removal Bags provided? (Yes/No)	One bag per household per week	
Garden refuse removal Included (Yes/No)	Yes, is included	
Street Cleaning Frequency in CBD	Everyday	
Street Cleaning Frequency in areas excluding CBD	Bi-monthly and when need arises	
How soon are public areas cleaned after events (24hours/48hours/longer)	24 hours	
Clearing of illegal dumping (24hours/48hours/longer)	Longer	
Recycling or environmentally friendly practices? (Yes/No)	Yes, by an independent company	
Licensed landfill site? (Yes/No)	Yes, all three licensed	
Water Service		
Water Quality rating (Blue/Green/Brown/No drop)	Blue	
Is free water available to all? (All only to the indigent consumers)	Yes	
Frequency of meter reading? (per month, per year)	per month	
Are estimated consumption calculated on actual consumption over (two month's/three month's/longer) period	12 months	
On average for how long does the municipality use estimates before reverting back to actual readings? (months)	3 months	
Duration (hours) before availability of water is restored in cases of service interruption (complete the sub questions)		
One service connection affected (number of hours)	2 hours	
Up to 6 service connection affected (number of hours)	4 hours	
Up to 20 service connection affected (number of hours)	4-8 hours	
Feeder pipe larger than 800mm (number of hours)	24 hours	
What is the average minimum water flow in your municipality?	Yes	
Do you practice any environmental or scarce resource protection activities as part of your operations? (Yes/No)	Yes	
How long does it take to replace faulty water meters? (days)	2 days	
Do you have a cathodic protection system in place that is operational at this stage? (Yes/No)	Yes	
Electricity Service		
What is your electricity availability percentage on average per month?	2005 kva	
Do your municipality have a ripple control in place that is operational? (Yes/No)	No	
How much do you estimate is the cost saving in utilizing the ripple control system?	N/A	
What is the frequency of meters being read? (per month, per year)	per month	
Are estimated consumption calculated at consumption over (two month's/three month's/longer) period	12 months	
On average for how long does the municipality use estimates before reverting back to actual readings? (months)	3 months	
Duration before availability of electricity is restored in cases of breakages (immediately/one day/two days/longer)	one day	
Are accounts normally calculated on actual readings? (Yes/No)	Yes	
Do you practice any environmental or scarce resource protection activities as part of your operations? (Yes/No)	No	
How long does it take to replace faulty meters? (days)	5 days	
Do you have a plan to prevent illegal connections and prevention of electricity theft? (Yes/No)	Yes	
How effective is the action plan in curbing line losses? (Good/Bad)	Good	
How soon does the municipality provide a quotation to a customer upon a written request? (days)	5 days	
How long does the municipality takes to provide electricity service where existing infrastructure can be used? (working days)	25 days	
How long does the municipality takes to provide electricity service for low voltage users where network extension is not required? (working days)	25 days	
How long does the municipality takes to provide electricity service for high voltage users where network extension is not required? (working days)	60 days	
Sewerage Service		
Are your purification system effective enough to put water back in to the system after purification?	N/A - not recycling for human consumption	
To what extend do you subsidize your indigent consumers?	100 per cent	
How long does it take to restore sewerage breakages on average		
Severe overflow? (hours)	96 hours	
Sewer blocked pipes: Large pipes? (Hours)	72 hours	
Sewer blocked pipes: Small pipes? (Hours)	24 hrs	
Spillage clean-up? (hours)	8 hours	
Replacement of manhole covers? (Hours)	2 weeks	
Road Infrastructure Services		
Time taken to repair a single pothole on a major road? (Hours)	96 hours	
Time taken to repair a single pothole on a minor road? (Hours)	96 hours	
Time taken to repair a road following an open french service crossing? (Hours)	month for soil to settle - work 96 hours	
Time taken to repair walkways? (Hours)	96 hours	
Property valuations		
How long does it take on average from completion to the first account being issued? (one month/three months or longer)	one month	
Do you have any special rating properties? (Yes/No)	Yes	
Financial Management		
Is there any change in the situation of unauthorised and wasteful expenditure over time? (Decrease/increase)	Decrease	
Are the financial statement outsources? (Yes/No)	Yes	
Are there Council adopted business process structuring the flow and management of documentation feeding to Trial Balance?	Yes	
How long does it take for an Tax/Invoice to be paid from the date it has been received?	90 days	
Is there advance planning from SCM unit linking all departmental plans quarterly and annually including for the next two to three years procurement plans?	No	
Administration		
Reaction time on enquiries and requests?	24 hrs	
Time to respond to a verbal customer enquiry or request? (working days)	2 days	
Time to respond to a written customer enquiry or request? (working days)	3 days	
Time to resolve a customer enquiry or request? (working days)	2 days	
What percentage of calls are not answered? (5%, 10% or more)	5	
How long does it take to respond to voice mail? (hours)	N/A	
Does the municipality have control over locked enquiries? (Yes/No)	No	
Is there a reduction in the number of complaints or not? (Yes/No)	Yes	
How long does it take to open an account to a new customer? (1 day/ 2 days/ a week or longer)	A week ad hoc basis (as and when need arises) once a week	
How many times does SCM Unit, CFO's Unit and Technical unit sit to review and resolve SCM process delays other than normal monthly management meetings?		
Community safety and licensing services		
How long does it take to register a vehicle? (minutes)	Five (5) minutes	
How long does it take to renew a vehicle license? (minutes)	Five (5) minutes	
How long does it take to issue a duplicate registration certificate vehicle? (minutes)	Ten (10) minutes	
How long does it take to de-register a vehicle? (minutes)	Ten (10) minutes	
How long does it take to renew a drivers license? (minutes)	Fifteen (15) minutes	
What is the average reaction time of the fire service to an incident? (minutes)	Fifteen (15) minutes	
What is the average reaction time of the ambulance service to an incident in the urban area? (minutes)	N/A (Provincial function)	
What is the average reaction time of the ambulance service to an incident in the rural area? (minutes)	N/A (Provincial function)	
Economic development		
How many economic development projects does the municipality drive?	9	
How many economic development programme are deemed to be catalytic in creating an enabling environment to unlock key economic growth projects?	3	
What percentage of the projects have created sustainable job security?	22	
Does the municipality have any incentive plans in place to create an conducive environment for economic development? (Yes/No)	Yes	
Other Service delivery and communication		
Is a information package handed to the new customer? (Yes/No)	No	
Does the municipality have training or information sessions to inform the community? (Yes/No)	Yes	
Are customers treated in a professional and humanly manner? (Yes/No)	Yes	



2017/05/30